

QRNO



## Health Research Access Project

### Agenda:

- Background to the project
- Surveys created and delivered
- How did it progress?
- The challenges
- Questions

## QRNO Health Research Access Project



### How did the project start?

The QRNO ICT directors recognised a need to examine how network access is provided for university staff & students placed within hospitals and how to improve that access.

### Why do we need reliable network access from hospitals?

Growing collaboration between universities and QH and private hospitals in:

- Research, joint staff appointments and student placements
- Access is often limited from hospitals
- Increased datasets e.g. MRI & X-ray
- Access to specific software e.g. SPSS & SAS

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### **First things first:**

- Discovery or Audit Phase
  - Find out, by university, where people are
  - What courses are they from?
  - Are they researchers, academics, students..... ?
- Produce surveys
  - Technical
  - Administration
  - Test the survey instrument
- Administer surveys
  - Personally, or
  - Leave the universities to it

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### **Who completed the surveys?**

- Centrally by Faculty
  - By Faculty but gathered from the Schools
  - By School within Faculty – all their own work
  - UQ Faculty of Health Sciences – a special case
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### **How can personnel be classified?**

- Undergrad students
- Postgrad students
- Research students
- Facilitators
- Clinical facilitators
- Clinical teachers
- Research assistants
- Adjunct professors
- Visiting fellows
- Academic title holders
- Conjoint appointments
- Honorary staff

<https://hra-dev.nms.griffith.edu.au>

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### **Challenges with the hospitals**

- Queensland Health
  - Will provide student placements with access to the network
  - Will not allow non-QH devices on their network
  - Might provide a QH pc to high-profile researcher but might need it back
  - University VPN client on a QH pc.
  - Have many contractors/vendors/partners requiring access
- Remote Access Service (RAS) for QH staff
  - Two-factor authentication
  - [http://www.health.qld.gov.au/wwwras/whatis\\_ras.asp](http://www.health.qld.gov.au/wwwras/whatis_ras.asp)
  - There is a setup cost and monthly cost

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### Challenges with the hospitals (cont'd)

- Remote Access Service (RAS) for external vendors/partners

Applying for External Access	
<p><b>All applications for External Access must be instigated by a recognised QH Business Sponsor</b></p> <p><b>Who can Apply?</b></p> <ul style="list-style-type: none"><li>• Vendors and suppliers of computer hardware or software who need to access Queensland Health systems for maintenance purposes.</li><li>• Queensland Health Partners who are located on Queensland Health sites and who are authorised to access specific elements of the Queensland Health computer network.</li></ul> <p><b>How to Apply</b></p> <ol style="list-style-type: none"><li>1. Determine if External Access is applicable.</li><li>2. As the Business Sponsor, fill in the Application Form and authorise it in the applying managers section.</li><li>3. Have your financial delegate approve the application.</li><li>4. Attach supporting documentation, including a completed Application Working Sheet.</li><li>5. Submit the application to the PAH Service Desk for initial processing.</li></ol> <p><b>Costs</b></p> <p>Detailed information on the cost structure for External Access is provided on the External Access web site at: <a href="http://qheps.health.qld.gov.au/ras/external_access.htm#Costs">http://qheps.health.qld.gov.au/ras/external_access.htm#Costs</a></p>	<p><b>QH Information Services Role</b></p> <ol style="list-style-type: none"><li>1. The Service Desk checks the application</li><li>2. Gateway Services determine the appropriate network access method and prepare a technical proposal.</li><li>3. The technical proposal is returned to the business sponsor.</li><li>4. The Manager Security Services endorses the application.</li><li>5. The Manager Infrastructure Services approves the application.</li><li>6. The business sponsor organises for the Vendor or Partner to contact Gateway Services to arrange configuration of the solution.</li></ol> <p><b>How are applications assessed?</b></p> <ul style="list-style-type: none"><li>• Core eligibility and applicability.</li><li>• System owner, business sponsor, or data custodian approval and financial delegation.</li><li>• Endorsement of Information Services, Security Services Manager.</li><li>• Approval of Infrastructure Services Manager.</li><li>• Network compatibility.</li><li>• Standard or non-standard connection</li></ul>

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### What were the snags?

- Delays in completing surveys
  - Some haven't completed them to this day!
- Some universities altered surveys
  - First page only
  - Turned into a spreadsheet
  - Very few qualitative questions answered
- Often there's no central registry
- Concerns about competitive advantage
- Some questions about the worth of the project

[Sample .xls](#)  
[Sample doc](#)

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### **What happens to the data now?**

- Currently resides on a Griffith NMS server
  - Was always meant to be a 2007 snapshot
  - To be used in funding applications
  - Some interest in keeping it current
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QUESTIONS?

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